

On submission of our resource booking form you automatically agree to the following terms and conditions.

## 1.00 General information

- 1.01 **NUIT Audio Visual Services (AVS)** provides pre-booked technical support to AVS supported rooms **only** within the University. **The core operating hours of this service are Monday to Friday between 0830 and 1700 (excluding bank holidays and university closure days).**
- 1.02 We provide a '*set off and standby via helpline*' service during core operating hours which involves members of our technical team being present prior to the start of an event to assist and instruct customers in the use AV/IT systems. Emergency support is then available via our dedicated AV helpline. Any issues that can't be resolved over the phone will be investigated by a member of the team as soon as possible.
- 1.03 We **only** provide technical support to audio-visual systems in rooms which we support. .
- 1.04 The AV technician is only responsible for ensuring that installed AV/IT equipment is fully operational prior to and during the event. They are **not** responsible for updating or modifying any user presentations or configuring any user-owned devices (e.g. laptops)
- 1.05 We do **not** provide guest logins for PCs. Requests for in-venue PC logins, access to the wireless network and any general IT support must be arranged directly and in advance with the [IT Service Desk](#)

## 1.10 Bookings & cancellations

- 1.11 We will only accept and confirm bookings made by Newcastle University staff using our [online booking process](#). Customers should only consider resource available and scheduled when they receive a verification email including a booking reference number from us. We are not able to accept bookings direct from students or external customers
- 1.12 We request at least **five** working days' notice be given when requesting technical support during core operating hours
- 1.13 We request at least **one** working days' notice be given in the event of a booking cancellation. Where the event takes place outside of core operating hours then charges may still be incurred if sufficient notice of cancellation is not given.
- 1.14 Please ensure that times stated on the booking form reflect the actual times of the event. We will allow adequate time to ensure technicians arrival in advance of the start time

## 1.20 Out-of-hours support requests and charges

- 1.21 All requests for technical support outside of our core operating hours are subject to available resource, room availability and a minimum notice period
- 1.22 We request at least **ten** working days' notice for technical support required outside of core operating hours. In the event of short notice requests, or in cases where we are unable to accommodate out of hours requests, we will endeavour to assist event organisers during core operating hours at a mutually convenient time
- 1.23 Should an out-of-hours event runs later than the times stated on the initial booking request then additional labour charges will be incurred, provided the technician is able to stay to cover
- 1.24 There is no charge for support provided during core University business hours for the support of University business on campus provided the event finishes no later than 8pm. Please note that we do request a valid undergraduate teaching module code or event title on our online booking form.
- 1.25 Labour charges will likely be incurred for any events requiring technical support that commence outside of core University business hours (i.e. 6pm-8am weekdays, weekends and Bank Holidays).
- 1.2 A minimum of two hours labour will be charged for technical support requests which finish later than 8pm on weekdays and a minimum of four hours will be charged during weekends and Bank Holidays. Further details can be found on our [web pages](#)